

**REMARKS**

This Application has been carefully reviewed in light of the Final Office Action mailed June 3, 2004. At the time of the Final Office Action, Claims 1-15 were pending in this Application. Applicants respectfully request reconsideration and favorable action in this case.

**Rejections under 35 U.S.C. §102**

Claims 1-4, 6-9, and 11-14 stand rejected by the Examiner under 35 U.S.C. §102(e) as being anticipated by U.S. Patent 6,438,716 issued to Jeffrey Phillip Snover ("Snover"). Applicants respectfully traverse and submit that Snover does not disclose, teach or suggest every element of recited in Claims 1-4, 6-9 and 11-14 and therefore cannot anticipate the present invention.

Specifically, Independent Claims 1, 6, and 11 each specifically recite relating event to frequently asked question (FAQ) files. Applicants respectfully submit that Snover provides absolutely no teaching, disclosure or suggestion relating to FAQ files.

Examiner has cited to Column 7, lines 19-21; column 8, lines 19-21 and column 1, lines 16-20 as teaching the step of relating parsed event codes to one or more FAQ files. The sections cited by the Examiner are presented below, with the portions cited by the Examiner in italics:

Col. 7, lines 15-27 recites:

A graphical user interface for this purpose is described in more detail below. Typically, each error message has associated therewith a given condition that must be met before the error message is displayed in response to occurrence of a given event. *The given condition is preferably defined by the user but may also be defined by a third party or the system.* A given condition is usually defined by non-local contextual information. In a preferred implementation, the association of the set of error messages to the given event, as well as the definition of the given condition with a particular error message of the set, is done using a GUI mapper and associated control routine to be described in more detail below.

Col. 8, lines 17-25 recites:

In FIG. 5, selection of the error history dependent option opens the dialog box 208 having the error number field 202 and a plurality of error message fields 104. *An “occurs within” field 210 is used to associate a given number of entries (as defined by the user) with another error number as defined by the “of error number” field 212 to thereby map the error number (entered in field 204) based on the conditions set forth in fields 210 and 212.*

Col. 1, lines 16-20 recites:

*Computer systems issue and display error messages when abnormal conditions occur. A common display technique is to present a message on a display interface (e.g., a GUI) that tells the user what went wrong and what he or she might do to address the error.*

Applicants submit that a significant advantage associated with the present disclosure is its novel utilization of FAQ files and that while Snover does teach providing responses to error/malfunctions, Snover does not directly teach the use of FAQ files. An no point within Snover does the term FAQ or FAQ file appear.

The Examiner has stated that he has determined that the “method of presenting the user with the error and possible solution(s) as equivalent to the FAQ files of the present invention.” Paper no. 9 pages 7-8. Applicants submit, however, that the method of Snover is not equivalent. As described above, Snover simply does not teach anything related to FAQ files. Instead, Applicants submit that Snover simply teaches the use of a GUI that includes some improved features to allow it to take non-contextual information into account. However, Snover still relies on a user or system administrator to map specific error messages to particular types of errors. See Col. 7 line 65 to Col. 9, line 9 and Figures 4-7. While this may provide an improvement over existing error response techniques it certainly does not disclose, teach or suggest the use or incorporation of FAQ files as recited in Claims 1-4, 6-9, and 11-14. Applicants reconsideration and withdrawal of the §102 rejection to Claims 1-4, 6-9, and 11-14.

**Rejections under 35 U.S.C. §103**

Claims 5, 10, and 15 stand rejected under 35 U.S.C. §103(a) as being unpatentable over Snover in view of U.S. Patent 6,243,090 issued to Nagabhushan Rao Machiraju et al.

("Machiraju"). Applicants traverse and submit that Claims 5, 10, and 15 depend from Independent Claims that have been placed in condition for allowance and that there is no motivation to combine the references as claimed by the Examiner.

Specifically Examiner has claimed that "[o]ne of ordinary skill in the art would have been motivated to combine the HTML programming of Machiraju to the files and templates of Snover because Machiraju teaches the use of HTML-based FAQ's that can be exported by hyperlink to other location over the Internet, a desire explicitly expressed in Snover in column 9, lines 50-51."

Snover, Col. 9, lines 38-51 recites:

As noted above, the inventive error message handler (which may be an adjunct to or part of an error message system) is preferably a computer program. This handler generates the error message mapper interface and the composition of the error messages as previously described. Thus, one of the preferred implementation of the invention is as a set of instructions (program code) in a code module resident in the random access memory of the computer. Until required by the computer, the set of instructions may be stored in a another computer memory, for example, in a hard disk drive, or in a removable memory such as an optical disk (for eventual use in a CD-ROM) or floppy disk (for eventual *use in a floppy disk drive*) or *downloaded via the Internet or other computer network*.

Emphasis added to portions cited by Examiner.

Applicants respectfully submit the cited portion of Snover merely teaches different techniques for providing the error message computer program of Snover to a particular computer. Simply, the program may be loaded from a disk or from a network. However, since the program taught by Snover "generates the error message mapper interface and the composition of the error messages as previously described" it appears to be self-contained and clearly does not contemplate importing other files (including the FAQ files of Machiraju) over the internet. As such there is no motivation to combine Machiaju and Snover. Applicants request reconsideration and the withdrawal of the §103 rejection to Claims 5, 10 and 15.

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PATENT APPLICATION  
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### CONCLUSION

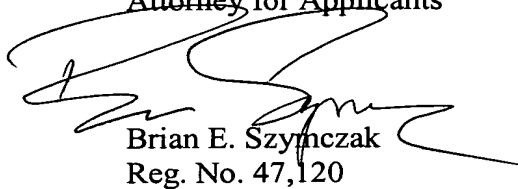
Applicants have now made an earnest effort to place this case in condition for allowance in light of the amendments and remarks set forth above. Applicants respectfully request reconsideration of Claims 1-15.

Applicants believe there are no fees due at this time, however, the Commissioner is hereby authorized to charge any fees to Deposit Account No. 02-0383 of Baker Botts L.L.P.

If there are any matters concerning this Application that may be cleared up in a telephone conversation, please contact Applicants' attorney at 512.322.2548.

Respectfully submitted,

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